



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# Boiler-Serv

**NUMBER OF FEEDBACK FORMS RECEIVED: 15**

**AVERAGE SATISFACTION SCORE (OUT OF 10): 10**

The following feedback forms have been completed by previous customers, rating their experience of dealing with Boiler-Serv.

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 11<sup>th</sup> December 2023</p> <p>Total cost of work: £200</p> <p>Description of work: Investigate fault on gas boiler and non operation of heating system. Identified faulty gas solenoid valve. Supplied and fitted new valve, tested and returned a fully operating boiler and heating system.</p> <p>Comments: First class service from Peter from my initial contact right through to restoring my boiler to full working order. Attended within a few hours and after inspecting identified a faulty gas solenoid valve. He provided a quote for the necessary repair work within an hour.. A very professional service and a friendly chap who will be getting my future boiler servicing from now on. I would highly recommend Boiler-Serv to all.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> March 2022			
	Total cost of work: £60			
	Description of work: Boiler service.			
	Comments: Friendly, helpful and professional. Very good price, with a detailed gas safety report included. Will use again for any boiler servicing or repairs. Very highly recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21 <sup>st</sup> October 2021			
	Total cost of work: £85			
	Description of work: Boiler service, radiator valves looked at/replaced, radiators bled.			
	Comments: Cannot praise Peter enough. Good communication from the first contact. Great price (he only does boiler servicing that's why he is such a good price) great with our dog. We had our boiler serviced and he was looking at our radiators/valves. Several valves needed replacing and to keep our costs down, he showed us how to do it and informed us what ones we needed to get from Screwfix. We will definitely use him again in the future. Thanks Peter.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 220</p> <hr/> <p>Description of the work undertaken:</p> <p><i>No hot water coming from boiler. He asked to do some tests to reduce guess work. By completing these tests, was efficient in diagnosing cause. He efficiently replaced said part - heating element</i></p> <p>Your comments:</p> <p><i>Peter was very meticulous in his work - even though there was a few moments where challenges occurred he never added to the original cost of the job. He did the job efficiently in a very professional manner. I would phone him again if anything with my heating was to occur</i></p> <p><small>Creation: _____ Peter: <i>Boiler</i></small></p>	Date received: 15 <sup>th</sup> June 2021			
	Total cost of work: £220			
	Description of work: No hot water coming from boiler. He asked to do some tests to reduce guess work. By completing these tests, was efficient in diagnosing cause. He efficiently replaced said part – heating element.			
	Comments: Peter was very meticulous in his work – even though there was a few moments where challenges occurred he never added to the original cost of the job. He did the job efficiently in a very professional manner. I would phone him again if anything with my heating/boiler was to occur.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 700</p> <hr/> <p>Description of the work undertaken:</p> <p>Radiator replacement 6 x thermostats installed Hive installed Boiler serviced</p> <p>Your comments:</p> <p>An excellent tradesman I could not recommend highly enough. Kept in touch with my questions. Nothing too much trouble. Very considerate.</p>	<p>Date received: 7<sup>th</sup> June 2021</p> <p>Total cost of work: £700</p> <p>Description of work: Radiator replacement. 6 x thermostats installed. Hive installed. Boiler serviced.</p> <p>Comments: An excellent tradesman. Could not recommend highly enough. Kept in touch with my questions. Nothing too much trouble. Very considerate.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

<p>Total cost of the work £ 35.00</p> <hr/> <p>Description of the work undertaken:</p> <p>Replacement of glands in a kitchen mixer tap.</p> <p>Your comments:</p> <p>Peter is an excellent tradesman - very efficient and professional. He explains his work well and charges an appropriate fee.</p>	<p>Date received: 6<sup>th</sup> May 2021</p> <p>Total cost of work: £35</p> <p>Description of work: Replacement of glands in a kitchen mixer tap.</p> <p>Comments: Peter is an excellent tradesman – very efficient and professional. He explains his work well and charges an appropriate fee.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 20<sup>th</sup> March 2021</p> <p>Total cost of work: £200</p> <p>Description of work: Service central heating boiler and radiators. Inspect flue and fit securing brackets.</p> <p>Comments: Peter is so honest and customer friendly, and totally professional. Recommended him for my mother's heating and he serviced the boiler and got a faulty radiator working. Also attended my daughter's within hours on a snowy day to her heating, which was much appreciated with small children in the house.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 5 <sup>th</sup> March 2021			
	Total cost of work: £60			
	Description of work: Boiler serviced and magnetic filter cleaned.			
	Comments: Arrived on time and explained the work required. Professional service start to finish! I would highly recommend this service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 5 <sup>th</sup> March 2021			
	Total cost of work: £55			
	Description of work: Service of our boiler.			
	Comments: Excellent work. Peter was friendly and professional. He explained what he was doing and was polite and helpful.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 <sup>th</sup> February 2021			
	Total cost of work: £150			
	Description of work: Boiler and radiator service. Securing flu with bracket in attic to meet regulations.			
	Comments: Peter was outstanding. Very friendly and nothing was too much trouble. He also travelled into Edinburgh in the very cold snap to service my elderly Mum's heating and get lounge radiator working. He also called out in an emergency when my daughter's heating broke down on another very cold day. Attended in a few hours and had it fixed in an afternoon. We wouldn't hesitate to recommend Peter.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24 <sup>th</sup> February 2021			
	Total cost of work: £145			
	Description of work: Boiler service and fitting Hive heating system			
	Comments: Peter was very professional and had great communication. I would highly recommend to anyone looking for a Reliable and professional job to be done.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24 <sup>th</sup> February 2021			
	Total cost of work: £512.09			
	Description of work: My partner and I moved in to a new home in late November and were faced nightmare scenario of a broken boiler. Being new to the area, we needed the help of someone in the local and Peter came to our rescue. He was able to accommodate us at short notice and give us a thorough inspection, diagnosis and repair of our issues and a full boiler service. He was extremely thorough in his explanation and provided us with a detailed breakdown of the issues for our Solicitor.			
	Comments: Excellent service, value and customer attention.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24 <sup>th</sup> February 2021			
	Total cost of work: £55			
	Description of work: Boiler service.			
	Comments: Very professional and friendly, good price and wouldn't hesitate to use again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 24<sup>th</sup> February 2021</p> <p>Total cost of work: £60</p> <p>Description of work: Peter attended as an emergency call out as I had no heating or hot water. The issue required SGN. Peter attended at 9am and the issue was resolved just after 11am.</p> <p>Comments: I can't thank him enough for his prompt response and I would most definitely recommend him.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>